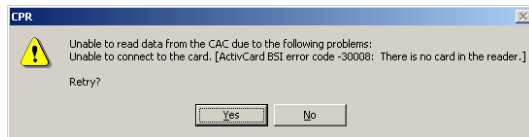


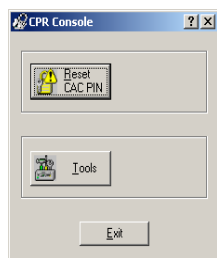
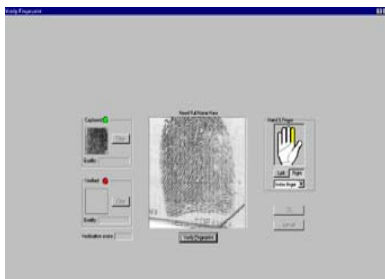
## WORKSTATION AND APPLICATION LOG ON

1. If you are not already logged on to the CPR workstation, logon by entering *Username* and *Password*.
2. Insert *CAC* into the TASM/CTA (ActivCard) Card Reader. Logon to the **CPR application** by double-clicking the *CPR Console* icon located on the desktop.



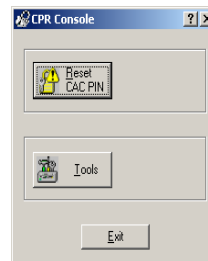
**Note:** If the CAC has been inserted into the wrong card reader, the above message will appear. Insert the CAC into the correct card reader and click *Yes* to continue.

3. Enter *CAC PIN* when prompted then click *OK*.
4. Highlight your *ID certificate* and click *OK*.
5. **Provide a livescan fingerprint by placing your right index finger on the fingerprint scanner.** A **green** verification light will indicate a successful fingerprint match. The CPR application will perform up to 3 fingerprint-matching attempts before timing-out.
6. Once the fingerprint is verified, the *CPR Console* window will automatically appear.

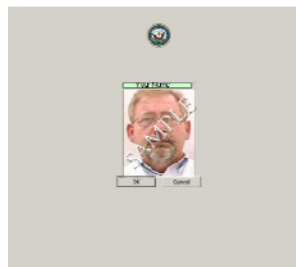


## CAC PIN RESET

1. Click the Reset CAC PIN button in the CPR Console window.

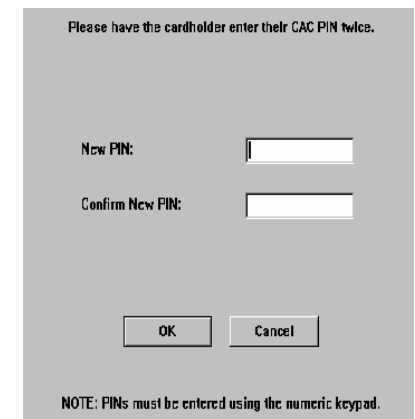


2. The CAC holder needing a PIN reset should insert his CAC into the second card reader. Click *OK*
3. The CAC holder will need to provide a live scan fingerprint by placing their right index finger on the fingerprint scanner.
4. Green light verification appears after a successful fingerprint match. If the fingerprint is successfully matched, the CAC holder's photograph will then download from DEERS.



5. A **red** light indicates that the fingerprint capture did not pass verification. CPR will allow up to 3 fingerprint-matching attempts before timing-out.
6. **Note:** If a Biometric match cannot be performed, the CAC holder must report to the RAPIDS issuance facility for PIN reset.

7. Verify the downloaded photograph to the CAC holder and click *OK*. **If photograph verification cannot be performed, the CAC holder must report to the RAPIDS issuance facility PIN reset.**
8. The CPR application will prompt the CAC holder to enter the new PIN twice. The CAC holder should hit enter after each PIN. **The new PIN can only be entered from the Numeric Keypad.** Click *OK* after the PIN has been confirmed.



9. Once the PIN has been successfully reset, the CAC should be returned to the CPR customer. The PIN reset process is complete. Check **CONTINUE** to reset another CAC. Click **EXIT** to close the CAC PIN Reset window.



NOTES: \_\_\_\_\_

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# **CAC PIN RESET**

## **1.1**

*User*

CPR 1.1 provided by:  
CNI CAC PROGRAM MANAGEMENT OFFICE

*Reference guide*